

<b>Name of Library</b>	Phoenix Public Library
<b>Address of the Central Library</b>	Burton Barr Central Library 1221 N. Central Avenue Phoenix, Arizona
<b>Management</b>	Toni Garvey City Librarian
<b>Number of Branch Libraries</b>	Fourteen Libraries Burton Barr Central Library plus 13 branches.

**Weekly Operating Hours** Every Phoenix Public Library branch, including the Central Library, is open seven days a week, for 66 hours. This schedule, which provides more hours of service than most city libraries, includes generous Sunday hours. Before budget cuts, The Phoenix Public Library offered 75 hours of service a week.

**Population Served** The rapidly growing population of the sprawling city of Phoenix is nearing 1.5 million. Of note, Phoenix is geographically the size of Los Angeles and growing more rapidly.

<b>Volumes in collection:</b>	1,999,752
<b>Registered borrowers:</b>	1,013,357
<b>Items borrowed:</b>	11,726,840
<b>Library visitors:</b>	4,332,153
<b>Annual budget:</b>	\$ 27,816,467

According to Toni Garvey, library support is less volatile than elsewhere because library operating funds come from a sales tax. When economies crashed where she previously worked, as in Loudoun County, Leesburg, VA, libraries were clobbered. "We were building libraries from bond money and laying people off because we couldn't collect the same levels of property tax," Ms. Garvey says.

Asked about how she deals with budget cuts, Ms. Garvey is emphatic: "I don't play politics with cuts." Her attitude pays off in the long run. "Economies can go south," Ms. Garvey says. "I knew at some point that we would lose some of those hours. I cried, but I closed my door. I didn't cry politically, because we didn't get hit any harder than any other city department. The average was about ten percent, and we came in a little under that. Then, when there was a little money around, they put \$100,000 back into my book budget. That was important."

**Facilities:** Phoenix is not a walking city, and because of that Toni Garvey says, "We do build large libraries, and we keep them open a long time," she says. The Phoenix Public Library builds no library smaller than 15,000 square feet and always with room for expansion. Some libraries open with 25,000 square feet of space. People drive long

distances to get to the central library, but they expect to find nearly as great an array of resources at their local branch.

There were 11 branches when Ms. Garvey began, and at the end of the current program, already funded, The Phoenix Public Library will have 15 branches.

The construction of Burton Barr Central Library, begun just before Garvey arrived at The Phoenix Public Library, gave her spaces to plan and a chance to do some fundraising. Garvey's signature Teen Central facility now attracts 400 teens every day and won the Urban Libraries Council (ULC) Highsmith Award in 2002.

The Phoenix Public Library has two branches under construction and a third in design. The system is about to buy land for a fourth building and is planning to purchase additional acreage for six more as the city grows.



### **Burton Barr Central Library**

Burton Barr Central Library covers 280,000 square feet. This five-story facility accommodates a collection of nearly one million volumes. Burton Barr opened on May 20, 1995.

The first floor of Burton Barr houses a New Book area; the audio-visual, international languages and fiction collections; a 10,000 square foot Children's Section with its own Story Room; a new auditorium; and, the nationally acclaimed Special Needs Center with its adapted computer equipment. Burton Barr also offers a fully integrated Spanish collection for adults and children. Materials include fiction and nonfiction books, paperbacks, a reference collection, videos and audiocassettes.

**The Palo Verde Branch Library** opened originally in 1966 in Maryvale Park as a 10,000 sq. ft. branch. The new library is being built as a 16,000 square foot branch near the site of the old building. It will be a Library/Community Center joint-use project with the Parks and Recreation Department. An estimated 400,000 books and materials will circulate per year. Construction began July 2003. Architects are Gould Evans Associates, LC and Wendall Burnette. Features include: Teen Center, Internet access, computer training lab, newspapers and magazines, books, DVDs and CDs. Other areas will include a children's story room, and an auditorium shared with the Community Center. Fund Source: 2001 Citizens Bond Program

**Community Surveys:** The Phoenix Public Library surveys the public constantly, online, through its web site, and through traditional focus groups or individually. Supported by a

federal Institute of Museum and Library Services (IMLS) grant, The Phoenix Public Library conducted its first online survey in 2001. It showed an 85 percent level of satisfaction with the library's then 56 subscription databases. Now the Phoenix Public Library subscribes to more than 90 databases, all available remotely. "I'm interested in what the public wants. I like to know what they will accept and if they are ready to use it digitally," Ms. Garvey says.

**Programming:** Children's programs are offered primarily in English, although Phoenix has added Family Story time in Spanish at the Central Library. They also do bi-lingual tours for children and adults upon request. The Library is developing strong ties with organizations in the Hispanic community and is working with them to introduce library services to families.

The library offers some adult programs in Spanish, and depending on the topic, gets a very good response. In addition, the Library offers free computer training classes in an English series and a Spanish series. Library staff teaches these for the most part, although sometimes the library subcontracts for Spanish speakers.

Phoenix Public Library offers story times in Sign Language and offer programs where young people sign songs in a series of concerts. The Special Needs Center is a model for offering assistive technology in a public library setting. This service began in 1983 and is considered by some the best resource in Arizona for people with disabilities.

Also, The Phoenix Public Library presents solo and group art exhibitions featuring the work of emerging and established Arizona artists at Burton Barr Central Library. The Friends of the Phoenix Public Library sponsor each exhibit. First Mondays are an educational, entertaining and unique art lecture where the public is invited to "mingle and have coffee and cookies with the artist." The library's website provides links to monthly city-sponsored art tours, gallery walks and opportunities to interact with local artists.

Innovative partnerships extend the impact of The Phoenix Public Library's services. The Phoenix Public Library teamed with the Arizona Diamondbacks and the Arizona Republic in the countywide summer reading program involving nearly 33,000 Phoenix children. Some 12,000 families are benefiting from the first winter reading program, a Phoenix Public Library partnership with Casino Arizona, an enterprise of the Salt River Pima Indian Community and the University of Phoenix. The Phoenix Public Library's partnership with the city's human services department makes a caseworker available for consultations with Teen Central patrons.

**Architecture:** The Central Library is a building truly designed for the desert. It has won every imaginable award for design, use of materials such as glass, concrete, copper and stainless steel. It is recognized internationally as a world-class work of architecture. Salt Lake City and Seattle's architectural teams and library staff visited this facility and took back some of the features such as natural daylight. The architectural team was Bruder/DWL. Will Bruder was the design architect of record, ably assisted by Wendell Burnette.

**Governance:** Phoenix Public Library is a Department of the City of Phoenix organization. The Director reports to a Deputy City Manager. The Library Advisory Board is appointed by Mayor and Council to advise them on library matters.

For 25 years The Phoenix Public Library was hidden in the folds of parks and recreation. The change began in 2001 when the city council voted to make The Phoenix Public Library a new city department. Under Toni Garvey, the library built its identity, demonstrating that it was a large, complex organization. "We were a successful division," says Ms. Garvey. "We had shown that we offered tremendous services and had a supportive, vocal constituency. We demonstrated that we knew what we were doing, and the political timing was just right."

The Phoenix Library Advisory Board, appointed by the mayor and council, makes The Phoenix Public Library service policy. Ms. Garvey says it is an informed and committed board, taking its role very seriously, with members educating themselves on library issues and posing tough questions to Ms. Garvey and her team. Fiscal policy for The Phoenix Public Library is drafted by the city council.

"Members of the city council often say, 'We hire professionals to run this city,'" says Garvey. "I think it is a wonderful system, and it builds tremendous respect for city employees. That is quite different from the situation I experienced in Loudoun County. The library board there worked fine when things were going well between the board and the political governing body. When they were not getting along, the library could get hurt."

**Collection Development:** Phoenix Public Library partners with other organizations to include titles from their libraries in the Phoenix Public Library's online catalog. The library has partnered with the Phoenix Museum of History to digitize photo collections in both institutions and with the Arizona Science Center to hold 128 Satellite Science Workshops. The Heard Museum (dedicated to Native art and cultures); The Phoenix Art Museum; and Phoenix Children's Hospital.

**Staffing and Personnel:** The Phoenix Public Library considers itself a pretty lean organization. About a quarter of the staff are professional, and the entire central administration, including collection development, secretaries, and much more, amounts to fewer than 30 people. Because The Phoenix Public Library was part of another department, Garvey is building staff in areas such as public information.

"My job here is to make sure everyone else has the resources they need to do the job I ask them to do," Ms. Garvey says. "That might mean political support or it might mean money." The starting salary for new librarians at the Phoenix Public Library is \$36,500, just below the 2002 national average. Toni Garvey is proud of the Phoenix Public Library staff. "They keep this system running," she boasts. "They do exciting, innovative things, and they have the freedom to do them. After all, they are smarter than I am."

In the last few years Ms. Garvey has revised the Phoenix Public Library recruiting and hiring policies. Staff can use a city tuition reimbursement plan to go for an MLS, and all professional staff members have access to a professional development. The city benefit begins at \$875 for library assistants (the top level of paraprofessional at the Phoenix Public Library). The amount increases as librarians rise in the ranks. They can use the money for subscriptions, dues, travel, courses, and more.

When a librarian visiting a branch in a Hispanic neighborhood found no staff who could speak Spanish, Garvey immediately discovered which staffers had language competencies. She transferred people into branches with gaps and began to recruit people fluent in Spanish. The Phoenix Public Library also has hired someone to teach Spanish to the whole staff, and now there are basic and intermediate Spanish classes going on all the time, with teaching geared to library situations and vocabulary.

**Volunteers:** From assisting with programs, shelving, mending and jacketing books to a variety of other library tasks, volunteers play an integral role in the daily operation of Burton Barr Central Library and all branch libraries. Applications for volunteer work are available at all library locations. The minimum age for applicants is 14 years old. A screening interview is held with the Volunteer Coordinator at the library to match interests and available hours with the library's needs. The Burton Barr Central Library is recruiting volunteers with a background in early childhood development/education or experience in a childcare to serve as Early Literacy Coaches in a new bilingual space for children age birth to five and their families.

**Fundraising:** The Foundation is the major fund raising organization, although the Friends also contribute through their book sales and gift shop.

The Phoenix Public Library Foundation, started in 1997 to capitalize on the 1998 centennial, raised \$1 million its first year. Now it adds about \$250,000 annually for the library. There is no endowment, so money raised is spent. According to Toni Garvey it often means "the difference between a good library and a great one."

For 25 years the Friends of the Phoenix Public Library, with a chapter for each branch, have been tremendous advocates for library services. They always have library advocates at each of the city's 15 yearly budget hearings. They provide funds for rare book collections and the Phoenix Public Library's children's literature center and help with staff development events, special programs, and exhibits. The Friends and the Foundation co-host the library's annual Dinner in the Stacks fundraiser.